

*INTERPRETEL*

April 7, 2011

**By Hand and by ECFS**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: VRS and IP Relay Certification Application for Interpretel, LLC.

Dear Secretary Dortch:

Enclosed for filing with the Federal Communications Commission in accord with Section 64.606(a)(2) of the rules of the Commission is an original and four copies of the Application of Interpretel LLC for Certification as a Video Relay Service and IP Relay Service Provider. Please do not hesitate to contact me with any questions you may have with regard to the attached or for any additional information you may require.

Respectfully submitted,



Wesley N. Waite, Sr.  
President / CEO

Enclosure

cc: Barrett F. Kalb  
Ashur Kalb

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**Federal Communications Commission**

**Washington, DC 20554**

In the matter of )  
 )  
Telecommunications Relay Services and )  
Speech-to-Speech Services for )  
Individuals with Hearing and Speech )  
Disabilities ) CG Docket No. 03-123  
 )  
Application of Interpretel LLC )  
for Certification as a Video Relay Service )  
and IP Relay Service Provider )

To Joel Gurin, Chief, Consumer and Governmental Affairs Bureau, Karen Peltz Strauss, Deputy Chief, Consumer and Governmental Affairs Bureau and Greg Hlibok, Chief, Disability Rights Office

**APPLICATION OF INTERPRETEL LLC FOR CERTIFICATION AS A  
VIDEO RELAY SERVICE AND IP RELAY SERVICE PROVIDER**

Interpretel LLC ("Applicant", the "Company" or "Interpretel"), hereby submits its application to the Federal Communications Commission ("FCC" or "Commission") for certification that the Company is eligible to receive reimbursement from the Interstate Telecommunications Relay Service ("TRS") Fund as a provider of Video Relay Service ("VRS") and Internet-Protocol ("IP") Relay Service.<sup>1</sup> While applicant is a relatively new VRS provider, it has been formed by individuals with extensive experience in the VRS industry and with considerable familiarity with the needs of VRS consumers. Applicant has both the capability and the resources to provide high quality VRS and IP Relay Services that can and will benefit a great number of persons with speech or hearing impairments. As described below, Applicant meets all of the standards required for certification as a VRS and IP Relay Service provider.

Applicant respectfully requests that the Commission grant the requested certification, in accordance with the Commission's rules, in as prompt a manner as possible so as to allow Applicant to best serve the needs of VRS and IP Relay consumers.

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<sup>1</sup> See 47 C.F.R. § 64.606; *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Report and Order and Order on Reconsideration, 20 FCC Red. 20577 (2005).

## **I. Background**

Interpretel, LLC, owned by a small group of investors, including Wesley N. Waite, Sr., Barrett F. Kalb, Esq. and Ashur B. Kalb, Esq., brief biographies of whom are attached hereto as Exhibit A and who exercise a controlling interest, is a growing company whose mission is to become the first choice provider in the VRS and IP Relay market. The Company, which is run by individuals with extensive experience in the VRS industry resulting from their previous employment in a number of roles working with other VRS providers, was formed out of the recognition of the need for a new type of VRS Company completely focused on what is in the best interests of the Deaf/Hard-of-Hearing and hearing communities, rather than focused simply on its own bottom line. It is Interpretel's guiding principal on the quality of calls it processes, rather than quantity. By utilizing advanced technology and the most experienced, professional and highly qualified video interpreter who have demonstrated records of compliance and stability, Interpretel believes it is best able to serve the Deaf/Hard-of-Hearing and hearing communities.

Applicant offers outstanding VRS services while also providing customers with a personalized experience. All of Applicant's interpreters are not only nationally certified by RID, but also have a minimum of 10 years interpreting experience. Furthermore, each of Applicant's interpreters maintains an active position in the Deaf community, each with strong community contacts and ties to the communities that they serve. These qualifications ensure that Applicant consistently is able to offer the highest quality of the service, and constantly reinforces Applicant's commitment to highly ethical business practices and to Applicant's consumers and the communities that Applicant serves.

For processed calls, Interpretel displays both an interpreter number and the interpreter's first name onscreen, allowing our customers to put a "face to a name" as is usually the practice in the Deaf community. It is this collegial relationship Applicant's consumers recognize as being at the heart of a deaf-friendly service provider, and what differentiates Applicant from more traditional providers, whose lack of consumer orientation has often resulted in poor service.

By providing the communities it serves with the highest quality interpreters available, Applicant is committed to making a genuine impact, both by serving those communities and by becoming a leading example to its peers within the VRS and IP Relay industries of just how successful and effective a company that places quality and ethical conduct ahead of all other concerns. Interpretel's corporate conduct and policies are informed by a deep knowledge of the ills that have beset the VRS industry in recent months and years. It is this knowledge, and a conviction that stringent standards, consistent quality assurance and a clear and central commitment to ethical conduct are the cure to such ills.

Applicant seeks hereunder, therefore, to receive the Commission's certification, in accordance with its rules, to offer a wide range of services, including all non-waived forms of VRS and IP Relay Services.

## **II. Section 64.604(a)(2) Requirements**

Section 64.606(a)(2) of the FCC's rules states that any entity desiring to provide VRS or IP Relay services, independent from a certified state TRS program or a TRS provider otherwise eligible for compensation from the Interstate TRS Fund, and desiring

to receive compensation from the Interstate TRS Fund, shall submit documentation to the FCC describing in narrative form eight (8) matters designed to demonstrate its fitness as a VRS and IP Relay Service provider. Applicant hereby provides that information as follows:.

**A. A description of the forms of TRS to be provided.**

Applicant will provide all non-waived forms of VRS and, when offered by applicant, all non-waived forms IP Relay Services.<sup>2</sup>

**B. A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered**

Applicant provides VRS and will later provide IP Relay Services by utilizing its highly experienced and highly qualified pool of CAs, each of whom meets Applicant's uniquely stringent qualification standards, set forth above and elsewhere herein. High service standards will be maintained from both a human and technological perspective and Applicant will ensure compliance with the non-waived operational, technical, and functional standards of Section 64.604 of the FCC's rules.

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<sup>2</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Order, 22 FCC Rcd. 21869 (2007) (extending through January 1, 2009, waiver of any requirement that VRS and IP Relay Service providers offer certain types of TRS, including Voice Carry Over ("VCO") and Hearing Carry Over ("HCO") services).

A brief description of those standards and how Applicant satisfies them follows.

**1. Operational Standards**

**a) *Communications Assistants -- 64.604(a)(1)***

The FCC's rules specify the qualifications and behavior required of Communications Assistants ("CAs"). Applicant believes that the competency of its CAs will be paramount to the provision of excellent VRS and IP Relay Services to persons with hearing and speech impairments. The company is committed to establishing rigorous proficiency standards for CAs that meet or exceed the minimums established in FCC rules. Well skilled and well-trained sign language interpreters are critical to the provision of VRS. To that end, Applicant employs an intensive screening process to select only well-qualified interpreters and provide ongoing training to ensure interpreters' skills are kept well honed.

Applicant ensures that all CAs are knowledgeable about service requirements for confidentiality, staying with calls, and other TRS requirements expressed in Section 64.604(a)(1) of the regulations. Initial training and regular updates on TRS rules are provided. Applicant uses its best efforts to accommodate users' requests for specific CA gender both at call initiation and at transfer, if necessary. To the extent not specifically stated here, Applicant will meet all of the other obligations of Section 64.604(a)(1) of the rules.

**b) *Confidentiality and Conversation Content -- 64.604(a)(2)***

The rules specify CA obligations to protect confidentiality of the



content of calls. Applicant ensures through training and supervision that its personnel adhere to these obligations and will continue to do so.

**c)      *Types of Calls -- 64.604(a)(3)***

This section of the regulations sets forth the types of calls that TRS providers must process. Consistent with those obligations, applicant will do the following:

- Applicant will not refuse calls or limit the length of calls.
- All calls, including long distance calls, will be completed without charge to the consumer.
- While Applicant does not initially expect to handle those types of calls that have been waived by the FCC, the Company hereby commits to make reasonable efforts to address the technological issues that prompted the waivers and will handle those types of calls when those waivers expire or seek a further waiver of the obligation to handle those calls.
- Applicant commits to take whatever other actions are necessary to process all types of calls currently required of TRS providers, as well as those which may become required of TRS providers in the future.

**d)      *Emergency Call Handling -- 64.604(a)(4)***

Applicant is committed to providing emergency calling services for its VRS and IP Relay Services, and currently meets all requirements and standards related to doing so. In addition, Applicant currently includes a notice on its website and in promotional materials explaining the limitations of VRS and IP Relay Services

for placing emergency calls, so as to better educate consumers of such limitations and how they may be affected by such in an emergency situation.

**e) *STS Called Numbers - 64.604(a)(5)***

Applicant undertakes to meet all non waived requirements of the Commission set forth under this section of the regulations.

**2. Technical Standards**

**a) ASCII and Baudot -- 64.604(b)(1)**

The ASCII and Baudot communication requirement contained in this rule is waived for VRS. When Applicant commences providing IP Relay Applicant's IP Relay Service will be capable of communicating with ASCII and Baudot format at any speed generally in use.

**b) Speed of Answer -- 64.604(b)(2)**

Applicant currently ensures that it, or any contractor it employs, meets or exceed the speed of answer requirements set forth in this section of the regulations. The Company utilizes an automated monitoring system to continually measure speed of answer, with regular reports to system management. Scheduling of CAs is undertaken with regard to historical levels of traffic, so as to ensure that sufficient numbers of CAs are available to service a number of calls

greater than those expected for a given period of time. Moreover, the Company has in place agreements and technology to allow calls in excess of those expected to “roll over” to another major provider should the number of calls at any time exceed the number of CAs available. CAs at such other major provider are cross trained to ensure that the same standards of service that the Company provides are maintained should it be necessary that a call “roll over.”

**c) Equal Access to Interexchange Carriers -- 64.604(b)(3)**

The requirements of this provision of the regulations have been waived for VRS and IP Relay Service providers provided that they provide long distance service free of charge to end users. The Company currently provides such service free of charge and will continue to do so.

**d) TRS Facilities -- Continuous Operations -- 64.604(b)(4)**

As contemplated by this rule, Applicant maintains continuous operation of its VRS and, when offered, will do so for its IP Relay Services, accepting calls twenty-four hours a day, seven days a week. System redundancy features, agreements and technological arrangements with other certified VRS providers, and technological features such as uninterruptible power supply provisioning ensure that technical problems do not impede the availability of services.

**e) Technology -- 64.604(b)(5)**

The requirement, as provided in this rule, that TRS providers using SS7 technology comply with Calling Party Telephone Number rules is not applicable to VRS or IP Relay Services, as such services are not currently capable of using SS7 technology. This rule is therefore inapplicable to the Company.

**f) Caller ID -- 64.604(b)(6)**

As contemplated by this rule, to the extent that current or future technology permits, Applicant currently complies and commits to continue to comply with the requirement to transmit caller ID information to the public network.

**3. Functional Standards**

**a) Complaint Log -- 64.604(c)(1)**

As required by this section of the regulations, Applicant maintains a continuous log of any consumer complaints received, with information on the date of the complaint, description of the complaint, the resolution, and the date resolved. Separate logs will be kept for VRS and IP Relay Services, when IP relay service offerings are commenced. As required, a report of the number of complaints received will be provided to the FCC on the First of July of each year, or at such other time as may be required in the future.

**b) Contact Person -- 64.604(c)(2)**

This rule requires designation of a contact person to coordinate with the

Commission on TRS matters. The designated TRS contact for Applicant is:

Ashur B. Kalb  
EVP, General Counsel  
Phone: 212-537-6031  
Email: ash.kalb@interpretel.net

**c)      *Public Access to Information and Consumer Outreach--***  
***64.604(c)(3)***

Applicant will continue take steps to ensure that potential users are made aware, as required by this rule, of the availability of Applicant VRS and IP Relay Services. Applicant currently offers a comprehensive website at <http://www.interpretel.net>, engages social media channels such as Twitter and Facebook, and will further inform consumers by way of advertising, consumer trade show presentations, meetings with user communities, distribution of informational materials, direct mailing to consumers, online communication, and such other promotional methods as it deems may be effective. Applicant's unique commitment to customer service standards and consumer engagement mean that the requirements of this section of the regulations are particularly central to Applicant's mission, and Applicant undertakes to innovate in the manner and quality of its consumer outreach and education, of the Deaf and Hard-of-Hearing and hearing communities alike.

**d)      *Rates -- 64.604(c)(4)***

Applicant commits that, in compliance with this provision of the rules,

users of its VRS and IP Relay Services are not and never will be charged for services at rates greater than would be paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance between the point of origination and the point of termination.

At the current time, Applicant does not assess any charge to consumers of its VRS and IP Relay Services. This includes the fact that Applicant absorbs the cost of all domestic and international long distance charges related to the calls it processes. Applicant hereby undertakes that it shall not assess these or any other charges to consumers of its VRS and IP Relay Services during the time this Application is pending and when the Company is granted eligibility to receive compensation from the TRS fund under the current regulatory scheme.

**e) Jurisdictional Separation of Costs -- 64.604(c)(5)**

Because of technical difficulty in identifying the interstate or intrastate jurisdiction of VRS and IP Relay Services calls, both of the services are currently reimbursed from the Interstate TRS Fund. At such time as the FCC may determine that it is possible to jurisdictionally separate costs for VRS and IP Relay Services, Applicant will comply with cost separation instructions contained in this provision of the regulations and otherwise established by the Commission. Until such time, Applicant shall comply with those practices currently undertaken by certified TRS providers.

**f)        *Complaints -- 64.604(c)(6)***

Applicant's user complaint procedures are described elsewhere herein, and the company has committed above to maintain a complaint log and to submit a summary to the Commission each July first.

Applicant understands that complaints about its VRS and IP Relay Services may also be filed directly with the FCC, and the Company hereby commits to cooperate fully in any investigation or other procedure the Commission may undertake to resolve complaints it may receive about Applicant services, or regarding any other matter the Commission deems fit.

**g)        *Confidential Treatment of TRS Customer Information -  
- 64.604(c)(7)***

Consistent with this provision of the rules, Applicant commits that all customer information regarding users of its VRS and IP Relay Services that it may gather will be treated in the utmost confidence. At no point will any such information be sold, distributed, shared, or revealed in any way by Applicant or any of its employees, unless compelled to do so by lawful order.

**4.        *Other Requirements***

**a)        *Notification of Substantive Changes -- 64.605(t)***

Applicant commits to provide notice to the FCC of substantive changes to Applicant's VRS and, when offered, IP Relay Services within 60 days of the date that any such change may occur. Applicant will, at the time any such notification is made, also certify that the company's VRS and IP Relay Services continue to meet minimum Federal standards after implementing the substantive change.

**b) Annual Reports -- 64.605(g)**

Applicant commits to provide the FCC or such other entity as the Commission may designate with annual compliance reports on its VRS and IP Relay Services, transmitting all such information as the Commission may require for such reports in such form as is designated by the Commission.

**c) Other**

Applicant currently meets and in many substantive regards well exceeds all other standards for VRS and IP Relay Services that have been established by the FCC, and hereby undertakes to meet or exceed any such standards as may be established or required in the future by the Commission.

**C. A description of the provider's procedures for ensuring compliance with all applicable TRS rules.**

Applicant's description of how its procedures comply with each applicable standard follows:

**(i): "TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities."**



At Interpretel, qualified CAs are essential to the successful provisions of Interpretel's VRS, its ability to meet its clients specialized and varied communications needs, and as the "face" that the Company presents to the public. To qualify for employment, CAs must first meet the Interpretel' exceptionally high minimum qualifications for employment. Actual proficiency must then be demonstrated to the Company's operational management, as well as a thorough and comprehensive understanding of the Company's operating standards.

In addition to the exceptionally high qualifications set forth above, CA candidates are screened for typing ability, ASL skills and skill certification, and judged for orientation and attitude toward helping the speech and hearing impaired, as well as commitment to the consumers and communities that the Company serves. The initial candidate screening process is performed by a team of CAs headed by a senior CA who has been directly involved in establishing the Company's standards of conduct and qualification. This team reviews and tests each candidate CA's stated qualifications, and the individual's demeanor and commitment is evaluated as well.

Screening also includes in depth ASL performance assessment utilizing tools such as the Sign Language Proficiency Index (SPLI) as well as a comprehensive analysis of those ASL to voice skills that are critical to conveying the deaf user's message accurately. Candidates who are deemed to be qualified following the foregoing are then extensively tested in mock calls to determine operating capabilities. If the candidate passes this additional testing and is recommended for employment, references are thoroughly verified and a background check is

undertaken. Employees may be subject to drug screening. Only then do candidates become qualified for engagement by the Company.

Each CA accepting an engagement by the Company undergoes an initial orientation with presentations from senior management regarding company missions, objectives, obligations, and compliance. New hires receive further detailed orientation from experienced CAs, and are provided reference materials, including a listing of compliance requirements and metrics, Company handbook, and outlines of Company standards and procedures. Each CA receives training on each type of call that may be received, and are engaged in mock practice calls to gain confidence in equipment usage and procedures.

New personnel are monitored closely for a minimum of one week until standards of performance are exceeded. Ongoing monitoring of performance is maintained. For all CAs. Regardless of skill level, areas for potential improvement are identified and a training plan is developed. By doing so the Company undertakes to ensure that not only are its standards of conduct and qualification uniquely high within the industry, but also that such standards are ever evolving.

On an ongoing basis, CAs shall participate in weekly meetings group meetings, as well as focus group meetings or discussions with volunteer users to discuss operations, share experiences, and provide practical education. A mentor is assigned to each new CA to assist in the CA's development and to serve as an ongoing resource. Each CA is evaluated semi-annually by a supervisor, to ensure that the CA maintains proficiency and meets operational standards. Those CAs who are found substandard are required to engage in intensive remedial training and

are subject to more frequent evaluations and ultimately dismissal if performance fails to meet minimum standards.

Interpretel conducts scheduled “refresher courses” and frequent seminars to address topics of particular importance to CAs. These “refresher courses” will include changes in operating standards and issues affecting Interpretel’s subscribers as such changes occur or issues develop. Guest speakers will frequently be invited to address issues of concern to the speech and hearing impaired community. By encouraging CAs to constantly engage in continuing education, a culture of excellence is established, the result of which is a desire for constant improvement, regardless of current skill or qualification. Thus the Company’s exceptionally high standards of conduct and qualification can serve to reinforce themselves, to the benefit of the consumers of the Company’s VRS and eventually IP Relay offerings.

Professional standards of conduct are also of utmost importance in the Company’s operations, and to that end, CAs are required to sign a statement agreeing to be bound by the Registry of Interpreters for the Deaf or National Association of the Deaf Code of Professional Conduct through the course of their employment with Interpretel. Such Code of Professional Conduct is one more standard against which CAs are evaluated, and failure to comply with it may be grounds for immediate dismissal.

**(ii): “CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech cultures, languages and etiquette. CAs must possess clear and articulate voice**

**communications.”**

CA professional accreditation is a prerequisite for employment, as noted above. A CA’s typing, grammar and spelling skills as well as the CA's ability to interpret ASL and familiarity with hearing and speech disability cultures, languages and etiquette, and the ability to communicate articulately, are judged as part of the initial screening process, and on a constant and ongoing basis while a CA is engaged by the Company. Only candidates who, based on the determination of the intensive CA screening process, meet the standard above, are considered for employment or engagement. Although many new hires or contractors will have practical interpreting experience, Interpretel’s CA screening team will also consider educational experience and teacher evaluations for candidates who recently graduated from accredited colleges or training courses, provided such candidate meets all other qualifications, including the requirement that such candidate has sufficient experience interpreting.

**(iii): “CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.”**

As Interpretel offers VRS, primary skill set focus is placed upon the CA’s ability to interpret from ASL. Interpretel’s VRS platform may further utilizes pre-programmed macros and/or auto correcting software to facilitate text interpretation.

Nevertheless, because Interpretel's VRS supports instant text messaging, candidates and CAs are expected to meet the minimum 60 words per minute standard without the use of technological aids. Such standard is incorporated into initial screening tests and subsequent evaluation of CAs.

**(iv): "TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary."**

Employee candidates must maintain professional accreditation through the Registry of Interpreters for the Deaf (RID), SCS, National Interpreter Certificate, CI or CT, or National Association of the Deaf, must have at least ten years demonstrated practical experience as an ASL interpreter and/or be a graduate of an accredited institution's ASL interpreter program. These minimum, requirements, coupled with the extensive set forth above screening, ensures that those CAs engaged by the Company are effective in understanding and meeting the communications needs of the Interpretel's clients.

**(v): "CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of 15 minutes."**

Interpretel has adopted this standard to the extent applicable to VRS calls and includes the requirement in training and in performance evaluations. Interpretel has incorporated the standard in planning for interpreter staffing requirements, as a function of subscribers served and the probability of TTY- based and STS calls. As a general matter, CAs are instructed to remain on each call until the call is terminated even if the call extends beyond the CA's shift, unless a change in CA is expressly authorized by the subscriber.

**(vi): “TRS providers must make best efforts to accommodate a TRS user’s requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.”**

By managing staffing requirements correctly, the Company makes every effort to ensure that sufficient interpreters of either gender are available at any given time to accommodate such requests by TRS users. Upon such request, transfers are made to a CA of the requested gender assuming one is available at the time such request is made. The Company plans to further develop its technological offerings

**(vii): “TRS shall transmit conversations between TTY and voice callers in real time.”**

Although only a minority of calls are anticipated to be TTY calls in light of

the fact that Interpretel's service is intended specifically to provide VRS, CAs are required to support text messaging, including TTY calls, as noted elsewhere herein under "Standard (v)."

### **Ongoing Compliance Evaluations, Quality Assurance Program**

To evaluate ongoing CA operational standard compliance, Interpretel has adapted a Quality assurance Program comprised of three key functions:

1. *Monthly CA Surveys.* Interpretel conducts formal monthly surveys of CA performance to evaluate work performance, personal; effectiveness, and attendance. Survey results are used to provide CAs with objective performance measures.
2. *Quality assurance Test Calls.* Frequent test calls are placed to CAs to evaluate call-processing capabilities. Each CA is given immediate critiques and areas for improvement re underscored. Such calls are not billed for reimbursement by the TRS fund under any circumstances.
3. *Subscriber Surveys.* Subscribers are requested to provide feedback on their calling experience on an ongoing basis. Additionally, ad hoc surveys are made by CA supervisors to solicit specific observations from subscribers. Anonymous survey responses are provided to all CAs and to specific CAs if subscriber responses pertain to an individual CA.

Interpretel's Quality Assurance Program ensures that standards are met, and moreover, that subscribers' calling experience is exceptional, and that CA's remain

proficient in serving subscribers.

**D. A description of the provider's complaint procedures.**

A complaint is received by one of four (4) means, through:

- a) An Interpreter
- b) Customer Service
- c) Management
- d) The Company's Web site

If the trouble is reported to an interpreter, if necessary, the call is transferred to Customer Service, which creates a trouble report ticket. If the call does not need to be routed to customer service, the interpreter creates the trouble ticket. If the complaint is Technical in nature, that complaint is handled by the Technical Support Team.

If the complaint is service-related in nature, that complaint is escalated to Management with the VP of Operations being the first contact point.

All necessary call detail records are pulled to aid in the resolution of the complaint. Management takes the all proper and necessary steps in inquiring and investigating the nature of the complaint. This may include but is not limited to interviewing all parties involved in the complaint procedure.

Management and Customer Support document the complaint, the steps taken to reach resolution and the resolution outcome. Resolution is reported back to Management, which reviews the complaint and resolution and determines if the complaint can be closed out. Customer Support or Management will make contact with the originator of the complaint and update them on the outcome and disposition taken.

All complaints are logged into Interpretel's complaint log, which will be forwarded as required to the FCC along with annual reports.

**E. A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards**

Applicant VRS and IP Relay Services will differ from the mandatory minimum standards established by the Commission only in that they may exceed such standards.



**F. A narrative establishing the services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards.**

Because Applicant VRS and IP Relay Services will not differ from the mandatory minimum standards established by the Commission except where such standards may be exceeded, no narrative is required in this section.

**G. Demonstration of status as a common carrier**

Attached hereto as Exhibit B is a copy of Applicant's Application to the New York State Public Service Commission for a Certificate of Public Need and Necessity. Such application has been submitted as of the date hereof, is in process, and Applicant reasonably expects such Certificate shall be granted within ninety (90) days. Applicant undertakes to appraise the Commission of any and all material developments regarding such application and Certificate. Applicant further plans to make similar application within the State of Texas in short order, and similarly undertakes to appraise the Commission of any and all material developments regarding such application, including any decision by Applicant to not pursue such application, should such a decision be made.

**H. A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.**

Applicant hereby commits to providing required annual compliance reports to the FCC in such for as the Commission may specify, and to promptly and fully comply with

any other requests by the Commission for data or information about the operation of Applicant's VRS and IP Relay Service operation.

### **III. Conclusion**

As demonstrated herein, Applicant meets all of the regulatory requirements for certification to receive reimbursement from the Interstate TRS Fund for provision of VRS and IP Relay Services. Applicant asserts that Applicant's unique combination of innovation and experience will serve to further foster healthy competition within the VRS market, and that Applicant's uniquely high standards of service and qualification will serve to raise the bar throughout the TRS community. Applicant therefore respectfully requests the Commission's expeditious grant of Applicant's request hereunder for certification.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "W. Waite, Sr.", with a stylized flourish at the end.

Wesley N. Waite, Sr.

President/ CEO

Interpretel LLC

April 7, 2011

**Exhibit A**  
**Biographies of Controlling Individuals**

**Wesley N. Waite, Sr.**

Mr. Waite is the President / CEO of Interpretel. He brings with him to this new venture more than 30 years of experience in executive corporate management, operations and communications. Prior to Interpretel he was the CEO/President at Aelix, and was the Senior Vice President, for Billing Services Group. Previously, he was Vice President of Operations for Southern European Communications Corporation and MilleCom, Inc., a multinational telecommunications company, where he oversaw the development and implementation of telephone infrastructures, functionality and operations. Earlier, from 1995 to 1998, Mr. Waite was COO of Nusantara Communications, where he was responsible for the development of the Advanced Telephone System and the operational development of Nusantara's manufacturing facility in Indonesia and their marketing efforts in Poland. Prior to that, from 1989 to 1995, Mr. Waite was Director of Field Operations for McCaw Cellular Communications where he was a part of the national deployment of the first Cellular Digital Packet Data (CDPD) network and he led the UPS Cellular Circuit Switched Data national network deployment. Prior to 1989, Mr. Waite held various technical and operational roles within New York Telephone and NYNEX Corporation, culminating his tenure there as its Director of New Station Technology. Previously Mr. Waite held a Final Top Secret clearance with a Cryptographic endorsement.

**Ash Kalb, Esq.**

Mr. Kalb is the Executive Vice President and General Counsel of Interpretel. He earned his J.D. from Columbia Law School and his B.A. from Cornell University's College of Arts and Sciences, where he studied history, political science and economy, and international business. Following law school, he joined the New York offices of offices of Skadden, Arps Slate, Meagher & Flom as an M&A and Corporate associate. At Skadden, Mr. Kalb represented public and private companies, including several Fortune 500 companies, in a number of industries, including tech and healthcare. He subsequently left the firm to pursue a career as an independent legal consultant and as a writer. Mr. Kalb has since worked in the private equity sector and in the entertainment industry, and before entering the VRS industry, he served as Managing Director and Director of Business Development for an international legal consulting firm. Before joining the Interpretel team, Mr. Kalb was VP of Business Development and Legal Counsel at a leading VRS provider. Mr. Kalb is also a published author of fiction and non-fiction and an instrument-rated pilot.

**Barrett F. Kalb, Esq.**

Attorney and entrepreneur, Mr. Kalb has over 30 years as senior partner of two substantial New Jersey law firms as well as extensive experience negotiating the formation, acquisition and sale of business entities, and serves as a representative of Interpretel's investors to the company's Board of Directors. Mr. Kalb is the former chairman of Chatlos Systems, Inc., a manufacturer of communications related equipment supplied to telecom companies throughout the United States, Canada and Europe. Additionally, as an owner and investor, has been intimately involved with land development and resultant construction of associated improvements. He is presently corporate counsel to several domestic corporate entities. Mr. Kalb is also a former CPA who has many years of practical accounting experience.

**Exhibit B**  
**Application to the New York State Public Service Commission for a Certificate of**  
**Public Need and Necessity**

[SEE ATTACHED]

**By Email**

April 6, 2011

Jaclyn A. Brilling,  
Secretary to the Commission,  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

**Re: Form A Application for Certificate of Public Convenience and Necessity, Certification of Interpretel LLC as a common carrier in the State of New York.**

Dear Secretary Brilling:

Attached hereto please find the Form A application for a Certificate of Public Convenience and Necessity for Interpretel LLC, a Delaware limited liability company authorized to do business in the State of New York that provides Video Relay Service offerings to deaf and hard of hearing consumers.

I am submitting the attached **Application** and this cover letter electronically to the Secretary of the New York State Public Service Commission.

The associated **Tariff** and **TCCIF** will be filed electronically as well.

Please do not hesitate to contact me with regard to any questions you may have concerning this Application or any other matter. Thank you in advance for your time and attention.

Best Regards,



Ash Kalb  
[Ash.Kalb@interpretel.net](mailto:Ash.Kalb@interpretel.net)  
Interpretel LLC  
415 Leonard St.  
Suite 5A  
Brooklyn, NY 11222

# INTERPRETEL

**By Email**

April 6, 2011

Jaclyn A. Brilling,  
Secretary to the Commission,  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

**Re: Form A Application for Certificate of Public Convenience and Necessity, Certification of Interpretel LLC as a common carrier in the State of New York.**

Dear Secretary Brilling:

On behalf of Interpretel LLC, a Delaware Limited Liability Company authorized to do business in the state of New York, this **Form A Application for a Certificate of Public Convenience and Necessity**.

1. The Applicant, its principal place of business, and responsible officers are as follows:

Company Name	Interpretel LLC
Street Address	8290 Fair Oaks Parkway
City, State, Zip Code	Fair Oaks Ranch, TX 78015
President / CEO	Wesley N. Waite Sr.
Telephone	(210) 698-0500
Fax	(210) 410-3466
Email	Wes.Waite@interpretel.net
EVP / General Counsel	Ash Kalb, Esq.
Telephone	(212) 537-6031
Fax	(212) 504-8195
Email	Ash.Kalb@interpretel.net

2. The required Telecommunications Carrier Critical Information Form has been submitted electronically. In addition, the required Tariff will be filed electronically.

3. A copy of the Company's Delaware certificate of incorporation and copy of the Company's authority to transact business in New York State (foreign business authority) are each attached hereto.

4. Interpretel LLC primarily offers video relay services ("VRS") for the deaf and hard of hearing. The VRS market is currently dominated by several large carriers, one of which currently captures over 85% of the market by most estimates. The result of such market dominance is poor customer service and lack of innovation in technological offerings. Interpretel is a new VRS provider committed to the highest of standards, both ethically and with regard to the provision of service to consumers. Offering consumers

of VRS additional choice with regard to provider is the best way to increase competition and therefore quality of service in the VRS market.

5. Interpretel's offerings do not require the construction of traditional physical plant. Rather, by utilizing virtual call centers, the Company is able to access a talent pool of interpreters state and country wide, enabling individuals to telecommute, vastly increasing the efficiency of our service offerings while minimizing if not eliminating any environmental impact. Servers located in multiple data centers provided by third parties provide the primary backbone of the business.
6. The Company has never acquired a customer by switching it from another company without the customer's authorization.
7. The Company has never been the subject of a complaint and/or investigation for unauthorized switching of a customer's local or long distance service from one carrier to another.
8. The Company's Federal Employer Identification Number is 27-3159055.
9. The Company is not currently applying for authorization to provide local exchange service.
10. While the Company is not currently applying for authorization to provide local exchange service the Company currently complies with all Federal Communications Commission regulations and rules regarding E-911 dialing for consumers of VRS.
11. The Company is not currently applying for authorization to provide local exchange service.
12. The Company does not currently plan to provide facilities based local exchange services, please state so.

Please do not hesitate to contact me with regard to any questions you may have concerning this Application or any other matter. Thank you in advance for your time and attention.

Best Regards,



Ash Kalb  
[Ash.Kalb@interpretel.net](mailto:Ash.Kalb@interpretel.net)  
Interpretel LLC  
415 Leonard St.  
Suite 5A  
Brooklyn, NY 11222



CERTIFICATE OF AUTHORITY UNDER SEC. 805 OF THE LIMITED LIABILITY COMPANY LAW

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ENTITY NAME: INTERPRETEL LLC

DOCUMENT TYPE: APPLICATION FOR AUTHORITY (FOR LLC)

COUNTY: ALBA

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FILED:03/21/2011 DURATION:\*\*\*\*\* CASH#:110321000403 FILM #:110321000367

FILER:

EXIST DATE

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MATT MACKENZIE  
424 E SHERMAN AVE STE 305

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03/21/2011

COEUR D ALENE, ID 83814

ADDRESS FOR PROCESS:

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NORTHWEST REGISTERED AGENT, LLC  
90 STATE STREET, STE 700  
ALBANY, NY 12207

OFFICE 40

REGISTERED AGENT:



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SERVICE COMPANY: \*\* NO SERVICE COMPANY \*\*

SERVICE CODE: 00

FEES            325.00  
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FILING          250.00  
TAX            0.00  
CERT           0.00  
COPIES          0.00  
HANDLING       75.00

PAYMENTS       325.00  
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CASH            0.00  
CHECK           0.00  
CHARGE          325.00  
DRAWDOWN       0.00  
OPAL            0.00  
REFUND          0.00

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DOS-1025 (04/2007)